REMARKS

Claims 1, 3-10 and 12-26 are pending in the application. Claims 1, 3-10 and 12-26 have been rejected.

Claims 1 and 3-9 stand rejected under 35 U.S.C. § 101 as directed to non-statutory subject matter. Claim 1 has been amended to address this rejection.

Claims 1, 3-7, 9-13, and 18-20 stand rejected under 35 U.S.C. § 103(a) as being anticipated by Sullivan et al., U.S. Patent No. 6,615,240 (Sullivan) in view of Stier et al., U.S. Patent No. 6,560,589 (Stier).

The present invention generally relates to a knowledge management system is provided which streamlines resource usage and enhances knowledge mining capabilities by eliminating the need for a third part or disconnected content creation group. The system creates content applicable to the customer and business needs by integrating the content creation process and the call center technician phone intake process.

More specifically, the present invention, as set forth by independent claim 1, relates to a method for creating knowledge in a solution network. The method includes generating knowledge for a solution network based upon an interaction with a user of the solution network, saving the knowledge for the solution network while interacting with the user and, incubating the knowledge for the solution network before releasing the knowledge for general access, the incubating holding the knowledge while the knowledge is confirmed as a successful resolution.

The present invention, as set forth by independent claim 10, relates to a system for creating knowledge in a solution network. The system includes means for generating knowledge for a solution network based upon an interaction with a user of the solution network, means for saving the knowledge for the solution network while interacting with the user and, means for incubating the knowledge for the solution network before releasing the knowledge for general access, the incubating holding the knowledge while the knowledge is confirmed as a successful resolution.

The present invention, as set forth by independent claim 19, relates to a solution network that includes a technician interface, a repository coupled to the technician interface, and an information broker coupled to the technician interface and to the repository. The information broker determines a best answer for the user based upon information provided by the user. The technician interface enables generation of a knowledge based upon an interaction with a user of the solution network. The repository stores knowledge relating to troubleshooting solutions. The knowledge relating to troubleshooting solutions includes knowledge based upon the interaction with the user. The knowledge based upon the interaction with the user is stored in the repository while interacting with the user where the knowledge is incubated before being released for general access, where incubating the knowledge holds the knowledge while the knowledge is confirmed as a successful resolution.

Sullivan relates to a method for automated technical support in a computer network. The method initiates a guided self-help session in response to entry by a user of a problem area and description. During the self-help session, the user is provided with an option to escalate to live help. If the user exercises that option, the system automatically provides a support engineer with a data stream summarizing the self-help session. During the live help, the support engineer may then repeat a portion of the user's self-help session; view information generated during that session, and execute certain actions with respect to the user's machine, all from the engineer's desktop.

The portion of Sullivan to which the examiner refers when setting forth that Sullivan discloses incubating the knowledge for the solution network before releasing the knowledge for general access sets forth:

> As information is provided to the diagnostic center, it is stored in the RDBMS to enlarge the "knowledge base" stored therein. In this manner, specific problems may be useful in generating new diagnostic maps that are then delivered or deliverable to the client machines as the system "grows" in expertise. (Sullivan, Col. 13, lines 23 – 28.)

The examiner goes on to state:

> Sullivan et al., however, fails to explicitly disclose "the incubating holding the knowledge while the knowledge is confirmed as a successful resolution".

Stier et al. discloses a method and system for use and maintenance of a knowledge base system holding knowledge while the knowledge is being confirmed as successful (abstract discloses a knowledge entry review system reviewing knowledge before entry into the knowledge base and claim 26 discloses reviewing knowledge for accuracy). (Office action dated October 28, 2008, Pages 3,4.)

Stier does disclose reviewing knowledge. For example Stier discloses general objectified knowledge review (see e.g., Stier, Col. 23, line 28), a granularity review (see e.g., Col. 25, line 55), a dual subset redundancy review (see e.g., Stier, Col. 29, line 5), a superset, subset redundancy review (see e.g., Stier, Col. 31, line 56) and a synonymic redundancy review (see e.g., Stier, Col. 34, line 22).

However, Sullivan and Stier do not disclose incubating the knowledge for the solution network before releasing the knowledge for general access as is defined and claimed in the present application. More specifically, reviewing knowledge in the variety of forms disclosed by Stier does not disclose or suggest *incubating* knowledge where the incubating *holds the knowledge* while the knowledge is *confirmed as a successful resolution*, as is required by claim 1 and as is substantially required by claims 13 and 19. Accordingly, claims 1, 10 and 19 are allowable over Sullivan. Claims 3 – 12 depend from claim 1 and are allowable for at least this reason. Claims 12 – 18 depend from claim 10 and are allowable for at least this reason. Claims 20 – 26 depend from claim 19 and are allowable for at least this reason.

CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned at 512-338-9100.

The Commissioner is authorized to deduct any fees which may be necessary, and to credit any overpayment to Deposit Account 502264.

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CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence is being electronically submitted to the COMMISSIONER FOR PATENTS via EFS on January 27, 2009.

/Stephen A. Terrile/

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Respectfully submitted,

/Stephen A. Terrile/

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